

**WHAT IS CLAIMED IS:**

1           1.       A method for providing an interactive voice response service, the  
2 method comprising the steps of:  
3           creating a pool of audio prompts;  
4           subdividing the pool into segments;  
5           generating code to randomly select prompts from one of the segments;  
6           sending the generated code to a VoiceXML interpreter.

7           2.       A method for providing an interactive voice response service, the  
8 method comprising the steps of:  
9           creating a pool of audio prompts;  
10          subdividing the pool into segments, where each segment has includes a  
11           shuffled sequence of audio prompts;  
12          generating code to sequentially select prompts from one of the segments;  
13          sending the generated code to a VoiceXML interpreter.